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BELLSOUTH

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May 26, 2000

Mr. Dale N. Hatfield
Federal Communications Commission
445 12th Street SW, Room 7-C155
Washington, D.C. 20554

RE: Final Service Disruption Report

Dear Mr. Hatfield:

Pursuant to the requirements of the Commission's Order in CC Docket 91-273, released February 27, 1992, BellSouth Telecommunications, Incorporated submits a Final Service Disruption Report for a service outage that occurred on April 26, 2000.

The attached final report completes our response on the April 26, 2000 outage. It includes an update of the information previously provided in the 120-minute Service Disruption Report that was sent to the Commission's Watch Office on April 26, 2000.

If you have any questions concerning this report, please contact the undersigned.

Sincerely,



Ben G. Almond
Vice President - Federal Regulatory

Attachment

cc: Robert Kimball

FINAL SERVICE DISRUPTION REPORT

This Final Service Disruption report is filed by BellSouth Telecommunications Inc., in accordance with both the First and Second Report and Order Amendment of Part 63.100 of the Federal Communications Commission's rules. A 120-Minute Initial Service Disruption Report for this April 26, 2000 outage in Marietta, Georgia was filed with the FCC Watch Officer on April 26, 2000.

GEOGRAPHIC AREA AFFECTED:

The Marietta East, Georgia, Lucent 1AESS® switch (MRTTGAEA97F), serves as a local switch for the residential and business community of Marietta, Georgia in LATA 438.

DURATION OF OUTAGE:

The initial service disruption report noted the time of incident as 3:50PM EDT; however, further investigation determined this service disruption began on Wednesday, April 26, 2000, at 3:48PM EDT and lasted until 6:00PM EDT for a total duration of 2 hours and 12 minutes,

ESTIMATED NUMBER OF CUSTOMERS AFFECTED:

There was a potential for 58,871 customers being affected by this service outage.

TYPES OF SERVICE AFFECTED:

Customers served by the Marietta East, Georgia central office were unable to dial 911.

ESTIMATED NUMBER OF BLOCKED CALLS:

There were approximately 94 blocked calls during this service outage.

- APPARENT OR KNOWN CAUSE OF THE INCIDENT:

In preparation for converting this 1AESS® switch to a 5ESS® switch, Telco personnel had performed work on a service order that changed the terminating equipment for these E-911 trunks in both of the DMS100® E-911 Tandem offices.

ROOT CAUSE:

The service order translations for the new 5ESS® switch, E-911 trunks, provided new routing, new facilities, and new terminating equipment at the two DMS100® E-911 Tandem switches; but it failed to change the existing trunk group numbers to new trunk group numbers at the tandems. Therefore, the terminating equipment changes were made to the existing trunk groups and caused the service outage. This service outage has been classified as a Procedural Telco error.

METHODS USED TO RESTORE SERVICE:

When it was apparent that a total 911 trunk isolation existed, service was restored by rerouting 911 calls over regular message trunks to the two DMS100® E-911 tandems until the source of the problem could be identified and corrected. The delay in activating a reroute was because the initial trouble symptoms seem to indicate that only 66% of the diverse routed 911 trunks were being affected and a "reroute" was not immediately pursued.

STEPS TO PREVENT RECURRENCE:

Existing E911 trunk rearrangement procedures that specifies "no existing assignments should be reused" will be re-enforced with each state's Circuit Provisioning Group personnel.

A step to confirm that no assignments have been reused on 911 trunk rearrangements will be included on a critical item checklist being developed for Circuit Provisioning Group personnel involved in office conversion work. This will be done prior to any further E-911 conversion testing activity.

Other office conversions already in progress will be checked for any reuse of assignments on 911 trunks and will be corrected if necessary.

The BellSouth E-911 Center will be notified prior to any E-911 change activity.

Outage recovery procedures have been modified to pursue activating 911 reroutes in parallel with recovery efforts on all 911 outage incidents.

EVALUATION OF EFFECTIVENESS AND APPLICATION OF NRC RECOMMENDATIONS AND BEST PRACTICES:

BellSouth has adopted and incorporated the Best Practices listed in Section F "911 Service Delivery Reliability" pertaining to diverse routing of all facilities including separate 911 Tandem offices. However, due to the nature of the trouble encountered, both diverse routes were impacted.

Additional Information about Service Disruption

Date of Incident: 4/26/2000

Location of Incident: Marietta, GA

1. Has the root cause occurred before on this particular system? (If yes, explain)

NO

2. Is there any (facility) diversity element in this system? (If yes, explain)

YES, There are physical trunking routes to the two separate tandems.

3. Is the 911 system tied to a tandem? If so, did tandem switch go out?

Yes, there are two 911 tandems--Atlanta-Forest Park (ATLNGAFP12T)
Atlanta-Peachtree Place (ATLNGAPP12T)

No, the tandem switches did not go out.

4. Was the role of the PSAP(s) lost? (Could the PSAP(s) function?)

The role of the PSAPs were not lost. The PSAPs were functioning.

5. Were there any intercept (special announcement) messages available? If yes, what kind.

NO

6. Were any major emergencies missed because of the outage?

BellSouth was notified of no major emergencies having been missed because of this outage.

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☒ 120 Minute
Initial Report

SERVICE DISRUPTION

☐ 72 Hour Initial
Report

TO:
FCC Watch Officer
Washington, D. C.

FAX No.: (202)-418-2812 or
FAX No.: (202)-418-2813
Tel. No.: (202)-632-6975

OR

TO:
FCC Watch Officer
Columbia Operations Center
Columbia, Maryland

FAX No.: (301)-725-2521
Tel. No.: (301)-725-2278

FROM:

BellSouth Telecommunications

Reported Initiated By: Mark M. Bowden

Contact No.: (404-321-2516)

Date of Incident: 4/26/2000 Time of Incident: 3:50 AM ☐ EDT ☒ CDT
Date of BST's Knowledge of Incident: 4/26/2000 Time of Knowledge: 5:15 AM ☐ EDT ☒ CDT

Estimated Number of Customers Affected: Actual: 58871 Potential: _____

Duration of Incident: In Progress Estimated Number of Blocked Calls: To be determined

Geographic Area:		Types of Services Affected:	
City:	Marietta	<input type="checkbox"/> Intra-Office	<input checked="" type="checkbox"/> 911
State:	Georgia	<input type="checkbox"/> Inter-Office	<input type="checkbox"/> Congestion
CLLI:	MRTTGAEA97F	<input type="checkbox"/> Intra-LATA	<input type="checkbox"/> Operator Services
LATA #:	438	<input type="checkbox"/> Inter-LATA	<input type="checkbox"/> LIDB/800
<input type="checkbox"/> Rural	<input checked="" type="checkbox"/> Metro	<input type="checkbox"/> Suburban	

Switch Types:		Category of Incident Which Makes this Reportable:		
<input checked="" type="checkbox"/> ATT 1AESS	<input type="checkbox"/> NTI DMS 200	<input type="checkbox"/> Local Switch	<input type="checkbox"/> SS7	<input type="checkbox"/> >50,000 Lines
<input type="checkbox"/> ATT 5ESS	<input type="checkbox"/> NTI STP	<input type="checkbox"/> TOPS	<input type="checkbox"/> Congestion	<input type="checkbox"/> 30,000 to 49,999 Lines
<input type="checkbox"/> ATT STP	<input type="checkbox"/> Siemens EWSD	<input type="checkbox"/> Tandem (Local)	<input type="checkbox"/> Facility	<input type="checkbox"/> Fire
<input type="checkbox"/> NTI DMS 100	<input type="checkbox"/> Ericsson STP	<input type="checkbox"/> Tandem (LATA)	<input checked="" type="checkbox"/> Special 911	<input type="checkbox"/> FAA/Media Attention
<input type="checkbox"/> NTI DMS 100/200	<input type="checkbox"/> Alcatel STP			
<input type="checkbox"/> OTHER:				

Apparent or Known Cause of Incident: To be determined

Methods to Restore Service: To be determined

Steps to Prevent Recurrence: To be determined

BST Contact: B. G. Almond Director - Federal Regulatory Tel. #: (202)-463-4112 FAX #: (202)-463-4198	Date Faxed to FCC: <u>4/26/2000</u> Time Reported To FCC: _____ AM <input type="checkbox"/> EDT <input type="checkbox"/> PM <input type="checkbox"/> CDT <input type="checkbox"/> FCC Contact: _____
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